# Before the FEDERAL COMMUNICATIONS COMMISSION Washington, D.C. 20554

In the Matter of	)		
Section 63.71 Application of	)	WC Docket No.	
Fusion Cloud Services, LLC	)	· ·	
and Fusion Telecom of Texas Ltd., L.L.P.	)		

### **SECTION 63.71 APPLICATION**

Fusion Cloud Services, LLC ("Fusion Cloud")<sup>1</sup> and Fusion Telecom of Texas Ltd., L.L.P. ("Fusion Telecom" and, together with Fusion Cloud, "Fusion" or the "Companies") hereby seek authorization, pursuant to Section 214(a) of the Communications Act of 1934, as amended (the "Act"), 47 U.S.C. § 214, and Section 63.71 of the Federal Communications Commission's (the "Commission") Rules, 47 C.F.R. § 63.71, to discontinue the provision of certain copper-based DS-1, DSL<sup>2</sup> and "POTS" voice and data services (collectively, the "Services") provided to wholesale and end-user business customers in the following states: Alabama, Florida, Georgia, Kansas, Mississippi, Missouri, North Carolina, South Carolina, Tennessee, and Texas (the "Impacted States"). Following the Companies' negotiation of agreements to continue serving certain wholesale customers through other provisioning arrangements, there remain two carrier-customers (the "Carrier Customers") and approximately

<sup>&</sup>lt;sup>1</sup> The FCC Registration Number ("FRN") for Fusion Cloud is 0005044375. The FRN for Fusion Telecom is 0003732336.

The Companies' DSL service may be obtained in unbundled form as transmission or as an integral part of an Internet access service. Pursuant to recent discussion with Commission Staff, Fusion requests approval of the discontinuance of DSL solely with respect to the unbundled transmission as that is the only element which qualifies as a telecommunications service

<sup>&</sup>lt;sup>3</sup> "Plain Old Telephone Service" (aka circuit-switched telephone exchange service).

three-hundred-fifty-six (356) end-user customers (the "Affected Business Customers" and, together with the Carrier Customers, the "Customers") that will be affected by the discontinuance of the Services.

Fusion provides a wide range of communications services to business customers throughout the United States, including unified communications; digital voice and data communications services, for example hosted Voice over Internet Protocol and Session Initiated Protocol trunking; broadband Internet access service; data networks; cloud-based services; other enhanced communications services and features; and traditional voice solutions. The Companies hold domestic Section 214 authority pursuant to operation of law<sup>4</sup> and provide international section 214 services pursuant to the authority of their parent, Fusion Connect, Inc.<sup>5</sup>

Due to a substantial increase in the price of various underlying legacy carrier services obtained by Fusion from incumbent local exchange carriers ("ILECs"), the Companies have determined that it is no longer economically viable to purchase the underlying services from the ILECs and provide the Services to wholesale and end-user customers in the Impacted States. As a result of the ILEC pricing changes, earlier this year, Fusion advised its wholesale customers receiving the Services that it would be discontinuing the Services and began discussions with those carrier customers regarding the migration of the Services to an alternative wholesale offering. In the course of those discussions, the two Carrier Customers advised Fusion that they did not want to move to the alternative services offered by the Companies and would secure replacement services from other sources. Inasmuch as Fusion's deadline for shutting down the Services network in the Impacted States is nearing and the Carrier Customers have not yet

<sup>&</sup>lt;sup>4</sup> 47 C.F.R. § 63.01.

<sup>&</sup>lt;sup>5</sup> File No. ITC-214-19971001-00592; FCC Filer ID 825160.

migrated the Services to an alternative service provider, Fusion submits this request for approval to discontinue the Services to the Carrier Customers should they fail to migrate as planned prior to June 29, 2022. Similarly, the Companies notified the Affected Business Customers, regarding the planned discontinuance of the Services, apprising them of their choice to change to an alternative service from Fusion or to move to a new service provider. Against the possibility that any of the Affected Business Customers will neither choose an alternative Fusion service nor move to another service provider prior to June 29, 2022, the Companies request approval to discontinue their Services.

Fusion provides the following information pursuant to Section 63.71 of the Commission's Rules:

- 1. Name and Address of Carrier: Fusion Cloud Services, LLC and Fusion Telecom of Texas, Ltd., L.L.P. are both located at 210 Interstate North Parkway, Suite 200, Atlanta, GA 30339.
- 2. <u>Date of Planned Service Discontinuance, Reduction or Impairment</u>: Subject to receipt of required regulatory approvals, Fusion plans to discontinue the Services on or about **June 29, 2022**. The Companies understand that this Application will be automatically granted on the 31<sup>st</sup> day after public notice of filing unless the Commission notifies Fusion to the contrary.
- 3. <u>Points of Geographic Areas of Service Affected</u>: Fusion proposes to discontinue the Services to Customers in the Impacted States.
- 4. <u>Brief Description of Type of Service Affected</u>: The Services consist of copper-based DS-1, DSL and POTS services, provided on a wholesale and retail basis to the Customers in the Impacted States.

- 5. Brief Description of the Dates and Methods of Notice to All Affected Customers:
  As noted, Fusion opened informal discussions with its wholesale customers early in 2022 regarding the upcoming discontinuance and the availability of alternative wholesale services from the Companies. On March 23, 2022, Fusion sent written notice to the Carrier-Customers by overnight courier, formally notifying them that, effective June 29, 2022, the Companies will cease providing the Services they receive. Subsequently, notices were sent to the Affected Business Customers to apprise them of the proposed discontinuance, as follows: April 22, 2022, via U.S. mail (all states except Mississippi) and April 28, 2022, via overnight courier (Mississippi). Consequently, all of the Customers have been provided with well more than the minimum thirty days' notice required under Commission rules. A copy of the notices sent to the Customers are provided as *Attachment 1*.
- 6. Whether the Carrier Is Considered Dominant or Non-Dominant with Respect to the Service to Be Discontinued, Reduced or Impaired: Fusion is considered non-dominant with respect to the Services.

In accordance with Section 63.71 of the Commission's Rules and concurrent with the filing of this Application, a copy of this Application is being mailed to the Special Assistant for Telecommunications for the Secretary of Defense and to the Governor and the public utility commission for each of the Impacted States.

Additional questions regarding this Application should be addressed to the undersigned.

Respectfully submitted,

By:

Winafred Brantl

Kelley Drye & Warren LLP 3050 K Street, N.W., Suite 400 Washington, D.C. 20007

almafied K. Burnst

Tel: (202) 945-6649 Fax: (202) 342-8451

Email: wbrantl@kelleydrye.com

Counsel for Fusion Cloud Services, LLC and Fusion Telecom of Texas, Ltd., L.L.P.

Dated: May 2, 2022

# Attachment 1

**Customer Notices** 



210 Interstate North Parkway, Suite 200 Atlanta, Georgia 30339 www.fusionconnect.com

April 14, 2022



## Notice of Discontinuance of Copper-based DS-, DSL or POTs Services in [STATE] Provided by Fusion Cloud Services, LLC

Dear Customer:

Fusion Cloud Services, LLC ("we" or "us" or "our") regret to inform you that, on or shortly after June 29, 2022 (the "Service Termination Date"), we will be discontinuing the provision of your copper-based DS-1, DSL or POTs and associated services at (an "Affected Location").

In order to avoid a disruption in your services at the Affected Location, you must make arrangements to transition all of your services with us to an alternative product. We would be happy to assist you in identifying an appropriate alternate service from us if you are interested; please do not hesitate to call Customer Service toll-free at (888) 301 1721 opt.2. Alternatively, you may choose to transition all of your services at the Affected Location to a new service provider before the Service Termination Date; in such case you will need to contact a new service provider of your choice to make such arrangements.<sup>2</sup>

If you do not arrange to transition to one of our other products and services or fail to move to a new service provider prior to the Service Termination Date, you will experience a loss of service. Specifically, if you currently receive voice service from us at the Affected Location, you will be unable to make local calls, including 911 emergency calls and any long distance service that you currently enjoy. You will also lose any data services that you may have at the Affected Location. Further, should you fail to make arrangements to transition your services prior to the Service Termination Date, you may not be able to keep your current telephone number(s) and move them to a new service provider.

<sup>1.</sup> The discontinuance of your service is part of a multi-state operational transition that we are implementing in 2022, involving service locations in the following states: Alabama, Florida, Georgia, Kansas, Missouri, North Carolina, South Carolina, Tennessee, and Texas.

<sup>2.</sup> North Carolina Customers: Effective with this notice and pursuant to state law, we will no longer make changes to, reconnect or accept new orders for the service to be discontinued.

We urge you not to delay in arranging for new service, either with us or with a new service provider, particularly as some carriers may require several weeks or months to install new services.

Should viable alternatives exist at your location, and should you so choose, we would be happy to assist you in transitioning to a different Fusion service offering. One of our Account Managers will be reaching out to you to assist with the transition. In the interim, if you are interested in receiving alternative services from us, please do not hesitate to call Customer Service toll-free at (888) 301 1721 opt.2. If, instead, you prefer to move to a new service provider, there are a number of other choices available at the Affected Location.<sup>3</sup>

Important Note: If you arrange for new service before your service with us is terminated and wish to keep your current telephone number(s), please be sure to address this with your new service provider.

We thank you for your past patronage and we remain committed to ensuring that your service transition is as smooth as possible.<sup>4</sup> If you have any further questions regarding the discontinuance of your services at the Affected Location, please contact Customer Service at (888) 301 1721 opt.2.

Sincerely,

## **Fusion Cloud Services, LLC**

## The Federal Communications Commission requires us to provide you with the following notice:

The FCC will normally authorize this proposed discontinuance of service unless it is shown that customers would be unable to receive service or a reasonable substitute from another carrier or that the public convenience and necessity is otherwise adversely affected. If you wish to object, you should file your comments as soon as possible, but no later than 15 days after the Commission releases public notice of the proposed discontinuance. You may file your comments electronically through the FCC's Electronic Comment Filing System using the docket number established in the Commission's public notice for this proceeding, or you may address them to the Federal Communications Commission, Wireline Competition Bureau, Competition Policy Division, Washington, DC 20554, and include in your comments a reference to the § 63.71 Application of Fusion Cloud Services, LLC. Comments should include specific information about the impact of this proposed discontinuance upon you or your company, including any inability to acquire reasonable substitute service.

<sup>3.</sup> Information regarding alternative service providers is available online. Information may also be obtained from your state communications regulatory commission (e.g., "Public Service Commission") at the phone number and link set forth on the Schedule attached hereto.

<sup>4.</sup> We will pay the switching fees, if any, associated with the transfer of any regulated services to another service provider. If the Service Termination Date is not the last day of your billing cycle, if you migrate your services to an alternative service provider, we will issue you a refund check (within forty-five (45) days of the discontinuance) equal to the pro rata portion of the month for which prepayment was received but services were not provided. North Carolina Customers: Return of deposits and application of credits associated with the discontinued service will be completed within thirty (30) days of the discontinuation.

# **State Public Utility Commission Information**

Alabama Public Service Commission 100 N Union Street, RSA Union Montgomery, AL 36104  Florida Public Service Commission 2540 Shumard Oak Blvd. Tallahassee, FL 32399-0850  Georgia Public Service Commission 244 Washington Street, SW Atlanta GA, 30334-9052  Kansas Corporation Commission 1500 SW Arrowhead Road Topeka, KS 66604-4027  Missouri Public Service Commission 200 Madison Street, PO Box 360 Jefferson City, MO 65102-0360  North Carolina Utilities Commission 430 North Salisbury Street Dobbs Building, 5th Floor Raleigh, NC 27693-5918 4325 Mail Service Center (Mailing Address) Raleigh, NC 27699-4300  South Carolina Public Service Commission 101 Executive Center Dr # 100 Columbia, SC 29210  Tennessee Public Utility Commission 502 Deaderick Street 4th Floor Roberbille This 27042  Toll Free Phone: (800) 392-4211 Link: www.psc.mo.gov  Toll Free Phone: (866) 380-9816 Link: www.ncuc.net  Toll Free Phone: (866) 380-9816 Link: www.ncuc.net  Toll Free Phone: (803) 896-5100 Link: www.psc.sc.gov		
2540 Shumard Oak Blvd. Tallahassee, FL 32399-0850  Georgia Public Service Commission 244 Washington Street, SW Atlanta GA, 30334-9052  Kansas Corporation Commission 1500 SW Arrowhead Road Topeka, KS 66604-4027  Missouri Public Service Commission 200 Madison Street, PO Box 360 Jefferson City, MO 65102-0360  North Carolina Utilities Commission 430 North Salisbury Street Dobbs Building, 5th Floor Raleigh, NC 27603-5918  4325 Mail Service Center (Mailing Address) Raleigh, NC 27699-4300  South Carolina Public Service Commission 101 Executive Center Dr # 100 Columbia, SC 29210  Tennessee Public Utility Commission 502 Deaderick Street 4th Floor  Toll Free Phone: (800) 282-5813 Link: www.psc.state.fl.us  Toll Free Phone: (800) 662-0027 Link: www.kcc.ks.gov  Toll Free Phone: (800) 392-4211 Link: www.psc.mo.gov  Toll Free Phone: (866) 380-9816 Link: www.ncuc.net	100 N Union Street, RSA Union	1 -
244 Washington Street, SW Atlanta GA, 30334-9052  Kansas Corporation Commission 1500 SW Arrowhead Road Topeka, KS 66604-4027  Missouri Public Service Commission 200 Madison Street, PO Box 360 Jefferson City, MO 65102-0360  North Carolina Utilities Commission 430 North Salisbury Street Dobbs Building, 5th Floor Raleigh, NC 27603-5918 4325 Mail Service Center (Mailing Address) Raleigh, NC 27699-4300  South Carolina Public Service Commission 101 Executive Center Dr # 100 Columbia, SC 29210  Toll Free Phone: (800) 392-4211 Link: www.psc.mo.gov  Toll Free Phone: (866) 380-9816 Link: www.ncuc.net  Toll Free Phone: (866) 380-9816 Link: www.ncuc.net  Toll Free Phone: (803) 896-5100 Link: www.psc.sc.gov  Toll Free Phone: (803) 896-5100 Link: www.psc.sc.gov  Toll Free Phone: (803) 896-5100 Link: www.psc.sc.gov	2540 Shumard Oak Blvd.	` '
Topeka, KS 66604-4027  Missouri Public Service Commission 200 Madison Street, PO Box 360 Jefferson City, MO 65102-0360  North Carolina Utilities Commission 430 North Salisbury Street Dobbs Building, 5th Floor Raleigh, NC 27603-5918  4325 Mail Service Center (Mailing Address) Raleigh, NC 27699-4300  South Carolina Public Service Commission 101 Executive Center Dr # 100 Columbia, SC 29210  Toll Free Phone: (800) 392-4211 Link: www.psc.mo.gov  Toll Free Phone: (866) 380-9816 Link: www.ncuc.net  Toll Free Phone: (866) 380-9816 Link: www.ncuc.net  Toll Free Phone: (803) 896-5100 Link: www.psc.sc.gov  Toll Free Phone: (803) 896-5100 Link: www.psc.sc.gov	244 Washington Street, SW	
200 Madison Street, PO Box 360  Jefferson City, MO 65102-0360  North Carolina Utilities Commission 430 North Salisbury Street Dobbs Building, 5th Floor Raleigh, NC 27603-5918  4325 Mail Service Center (Mailing Address) Raleigh, NC 27699-4300  South Carolina Public Service Commission 101 Executive Center Dr # 100 Columbia, SC 29210  Toll Free Phone: (800) 392-4211 Link: www.psc.mo.gov  Toll Free Phone: (866) 380-9816 Link: www.ncuc.net  Phone: (803) 896-5100 Link: www.psc.sc.gov  Toll Free Phone: (800) 342-8359 Link: www.tn.gov/tpuc	1500 SW Arrowhead Road	, ,
430 North Salisbury Street Dobbs Building, 5th Floor Raleigh, NC 27603-5918  4325 Mail Service Center (Mailing Address) Raleigh, NC 27699-4300  South Carolina Public Service Commission 101 Executive Center Dr # 100 Columbia, SC 29210  Tennessee Public Utility Commission 502 Deaderick Street 4th Floor  Toll Free Phone: (866) 380-9816 Link: www.ncuc.net  Toll Free Phone: (803) 896-5100 Link: www.psc.sc.gov  Toll Free Phone: (800) 342-8359 Link: www.tn.gov/tpuc	200 Madison Street, PO Box 360	` '
101 Executive Center Dr # 100 Columbia, SC 29210  Phone: (803) 896-5100 Link: www.psc.sc.gov  Tennessee Public Utility Commission Toll Free Phone: (800) 342-8359 Link: www.tn.gov/tpuc	430 North Salisbury Street Dobbs Building, 5th Floor Raleigh, NC 27603-5918  4325 Mail Service Center (Mailing Address)	, ,
502 Deaderick Street 4th Floor Link: www.tn.gov/tpuc	101 Executive Center Dr # 100	
Nashville, TN 37243	•	, ,



210 Interstate North Parkway, Suite 200 Atlanta, Georgia 30339 www.fusionconnect.com

April 28, 2022

[CUSTOMER] [ADDRESS] [CITY, STATE, ZIP] Acct No. [#####] / Tel. No. [########] Circuit No. [###########]

## Notice of Discontinuance of Copper-based DS1, DSL or POTs Services in Mississippi Provided by Fusion Cloud Services, LLC

Dear Customer:

Fusion Cloud Services, LLC ("we" or "us" or "our") regrets to inform you that, due to changes in our operational plans, on or shortly after June 29, 2022 (the "Service Termination Date"), we will be discontinuing the provision of your copper-based DS-1, DSL or POTs and associated services at [STREET, CITY, STATE, ZIP] (an "Affected Location").1

[Mississippi End-User Customer Notice]

Via overnight courier

via overnight courier

via overnight courier

es in Mississippi
s, LLC

grets to inform you that, due to 122 (the "Service Termination ased DS-1, DSL or POTs and 12ded Location").

Intelligent Location, you must make renative product. We would be 12ded Location, you are interested; 12d1-1721 opt. 2. Alternatively, 12ded Location to a new service 12d Location to In order to avoid a disruption in your services at the Affected Location, you must make arrangements to transition all of your services with us to an alternative product. We would be happy to assist you in identifying an appropriate alternate service from us if you are interested; please do not hesitate to call Customer Service toll-free at (888) 301-1721 opt. 2. Alternatively, you may choose to transition all of your services at the Affected Location to a new service provider before the Service Termination Date; in such case you will need to contact a new service provider of your choice to make such arrangements.<sup>2</sup>

If you do not arrange to transition to one of our other products and services or fail to move to a new service provider prior to the Service Termination Date, you will experience a loss of service. Specifically, if you currently receive voice service from us at the Affected Location, you will be unable to make local calls, including 911 emergency calls and any long distance service that you currently enjoy. You will also lose any data services that you may have at the Affected Location. Further, should you fail to make arrangements to transition your services prior to the Service Termination Date, you may not be able to keep your current telephone number(s) and move them to a new service provider. We urge you not to delay in arranging for new service,

<sup>&</sup>lt;sup>1</sup> The discontinuance of your service is part of a multi-state operational transition that we are implementing in 2022, involving service locations in the following states: Alabama, Florida, Georgia, Kansas, Mississippi, Missouri, North Carolina, South Carolina, Tennessee, and Texas.

<sup>&</sup>lt;sup>2</sup> Should you choose to move to another provider for local exchange services, you should share the abovereferenced telephone number/circuit details with them.

either with us or with a new service provider, particularly as some carriers may require several weeks or months to install new services.

Should viable alternatives exist at your location, and should you so choose, we would be happy to assist you in transitioning to a different Fusion service offering. One of our Account Managers will be reaching out to you to assist with the transition. In the interim, if you are interested in receiving alternative services from us, please do not hesitate to call Customer Service toll-free at (888) 301-1721 opt. 2. If, instead, you prefer to move to a new service provider, there are a number of other choices available at the Affected Location.<sup>3</sup>

Important Note: If you arrange for new service before your service with us is terminated and wish to keep your current telephone number(s), please be sure to address this with your new service provider.

We thank you for your past patronage and we remain committed to ensuring that your service transition is as smooth as possible.<sup>4</sup> If you have any further questions regarding the discontinuance of services at the Affected Location, please contact Customer Service at (888) 301-1721 opt. 2.

Sincerely,

## **Fusion Cloud Services, LLC**

## The Federal Communications Commission requires us to provide you with the following notice:

The FCC will normally authorize this proposed discontinuance of service unless it is shown that customers would be unable to receive service or a reasonable substitute from another carrier or that the public convenience and necessity is otherwise adversely affected. If you wish to object, you should file your comments as soon as possible, but no later than 15 days after the Commission releases public notice of the proposed discontinuance. You may file your comments electronically through the FCC's Electronic Comment Filing System using the docket number established in the Commission's public notice for this proceeding, or you may address them to the Federal Communications Commission, Wireline Competition Bureau, Competition Policy Division, Washington, DC 20554, and include in your comments a reference to the § 63.71 Application of Fusion Cloud Services, LLC. Comments should include specific information about the impact of this proposed discontinuance upon you or your company, including any inability to acquire reasonable substitute service.

<sup>&</sup>lt;sup>3</sup> Information regarding alternative service providers is available online. Information may also be obtained from the Mississippi Public Service Commission at 501 North West Street, Suite 201-A, Jackson, MS 39201, tel: (601) 961-5400, <a href="https://www.psc.ms.gov/">https://www.psc.ms.gov/</a>. Providers operating in your area can discuss available plan options for your business needs.

<sup>&</sup>lt;sup>4</sup> We will pay the switching fees, if any, associated with the transfer of any regulated services to another service provider. If the Service Termination Date is not the last day of your billing cycle, if you migrate your services to an alternative service provider, we will issue you a refund check (within forty-five (45) days of the discontinuance) equal to the pro rata portion of the month for which prepayment was received but services were not provided.



210 Interstate North Parkway, Suite 200 Atlanta, Georgia 30339 www.fusionconnect.com

April 14, 2022

[NAME] [STREET] [CITY], [ST] [ZIP] Acct No. [ACCT NO]

> **Notice of Discontinuance** of Copper-based DS1 or DSL Services in Texas Provided by Fusion Telecom of Texas, Ltd., L.L.P.

Dear Customer:

Fusion Telecom of Texas, Ltd., L.L.P. ("we" or "us" or "our") regret to inform you that, on or shortly after June 29, 2022 (the "Service Termination Date"), we will be discontinuing the provision of your copper-based DS-1 or DSL and associated services at [LOC-STREET], [LOC-CITY-ST], [LOC-ZIP] (an "Affected Location").1

[END-USER CUSTOMER NOTICE: TROCESSING - 2022 May 11 1:08 PM - SCPSC - 2022 May 11 1:08 PM - SCPSC - ND-2022-26-C - ND-2022-26-C - Page 12 of 17 Industrial PM - SCPSC - ND-2022-26-C - Page 12 of 17 Industrial PM - SCPSC - ND-2022-26-C - Page 12 of 17 Industrial PM - SCPSC - ND-2022-26-C - Page 12 of 17 Industrial PM - SCPSC - ND-2022-26-C - Page 12 of 17 Industrial PM - SCPSC - ND-2022-26-C - Page 12 of 17 Industrial PM - SCPSC - ND-2022-26-C - Page 12 of 17 Industrial PM - SCPSC - ND-2022-26-C - Page 12 of 17 Industrial PM - SCPSC - ND-2022-26-C - Page 12 of 17 Industrial PM - SCPSC - ND-2022-26-C - Page 12 of 17 Industrial PM - SCPSC - ND-2022-26-C - Page 12 of 17 Industrial PM - SCPSC - ND-2022-26-C - Page 12 of 17 Industrial PM - SCPSC - ND-2022-26-C - Page 12 of 17 Industrial PM - SCPSC - ND-2022-26-C - Page 12 of 17 Industrial PM - SCPSC - ND-2022-26-C - Page 12 of 17 Industrial PM - SCPSC - ND-2022-26-C - Page 12 of 17 Industrial PM - SCPSC - ND-2022-26-C - Page 12 of 17 Industrial PM - SCPSC - ND-2022-26-C - ND-2022-26-C - Page 12 of 17 Industrial PM - SCPSC - ND-2022-26-C - ND In order to avoid a disruption in your services at the Affected Location, you must make arrangements to transition all of your services with us to an alternative product. We would be happy to assist you in identifying an appropriate alternate service from us if you are interested: please do not hesitate to call Customer Service toll-free at (888) 301-1721 opt.2 Alternatively, you may choose to transition all of your services at the Affected Location to a new service provider before the Service Termination Date; in such case you will need to contact a new service provider of your choice to make such arrangements.

If you do not arrange to transition to one of our other products and services or fail to move to a new service provider prior to the Service Termination Date, you will experience a loss of service. Specifically, if you currently receive voice service from us at the Affected Location, you will be unable to make local calls, including 911 emergency calls and any long distance service that you currently enjoy. You will also lose any data services that you may have at the Affected Location. Further, should you fail to make arrangements to transition your services prior to the Service Termination Date, you may not be able to keep your current telephone number(s) and move them to a new service provider. We urge you not to delay in arranging for new service, either with us or with a new service provider, particularly as some carriers may require several weeks or months to install new services.

Should viable alternatives exist at your location, and should you so choose, we would be happy to assist you in transitioning to a different Fusion service offering. One of our Account

<sup>&</sup>lt;sup>1</sup> The discontinuance of your service is part of a multi-state operational transition that we are implementing in 2022, involving service locations in the following states: Alabama, Florida, Georgia, Kansas, Missouri, North Carolina, South Carolina, Tennessee, and Texas.

Managers will be reaching out to you to assist with the transition. In the interim, if you are interested in receiving alternative services from us, please do not hesitate to call Customer Service toll-free at (888) 301-1721 opt.2. If, instead, you prefer to move to a new service provider, there are a number of other choices available at the Affected Location.<sup>2</sup>

Important Note: If you arrange for new service before your service with us is terminated and wish to keep your current telephone number(s), please be sure to address this with your new service provider.

We thank you for your past patronage and we remain committed to ensuring that your service transition is as smooth as possible.<sup>3</sup> If you have any further questions regarding the discontinuance of your services at the Affected Location, please contact Customer Service at (888) 301-1721 opt.2.

Sincerely,

## Fusion Telecom of Texas, Ltd., L.L.P

### The Federal Communications Commission requires us to provide you with the following notice:

The FCC will normally authorize this proposed discontinuance of service unless it is shown that customers would be unable to receive service or a reasonable substitute from another carrier or that the public convenience and necessity is otherwise adversely affected. If you wish to object, you should file your comments as soon as possible, but no later than 15 days after the Commission releases public notice of the proposed discontinuance. You may file your comments electronically through the FCC's Electronic Comment Filing System using the docket number established in the Commission's public notice for this proceeding, or you may address them to the Federal Communications Commission, Wireline Competition Bureau, Competition Policy Division, Washington, DC 20554, and include in your comments a reference to the § 63.71 Application of Fusion Telecom of Texas, Ltd., L.L.P. Comments should include specific information about the impact of this proposed discontinuance upon you or your company, including any inability to acquire reasonable substitute service.

<sup>&</sup>lt;sup>2</sup> Information regarding alternative service providers is available online. Information may also be obtained from the Public Utility Commission of Texas at the following phone number and link: Phone: 888-782-8477 or 512-936-7120; <a href="www.puc.texas.gov">www.puc.texas.gov</a>.

<sup>&</sup>lt;sup>3</sup> We will pay the switching fees, if any, associated with the transfer of any regulated services to another service provider. If the Service Termination Date is not the last day of your billing cycle, if you migrate your services to an alternative service provider, we will issue you a refund check (within thirty (30) days of the discontinuance) equal to the pro rata portion of the month for which prepayment was received but services were not provided.

[CARRIER CUSTOMER NOTICE]



210 Interstate North Parkway, Suite 200 Atlanta, Georgia 30339

March 23, 2022



Acct Nos. (See attached Schedule 1)

#### **IMPORTANT NOTICE:**

DISCONTINUANCE OF WHOLESALE COPPER-BASED DS-1, DSL AND POTS SERVICES PROVIDED BY FUSION CLOUD SERVICES, LLC OR FUSION TELECOM OF TEXAS, LTD., L.L.P. IN THE STATES OF

ALABAMA, FLORIDA, GEORGIA, KANSAS, MISSOURI, MISSISSIPPI, NORTH CAROLINA, SOUTH CAROLINA, TENNESSEE AND TEXAS
SCHEDULED FOR JUNE 29, 2022

Dear

Fusion Cloud Services, LLC and Fusion Telecom of Texas, Ltd., L.L.P. ("we" or "us" or "our") regret to inform you that, starting at noon on June 29, 2022 (the "Service Termination Date"), we will be discontinuing the provision of all of the copper-based DS-1, DSL and POTs services that you purchase from us in any of our central offices located the states of Alabama, Florida, Georgia, Kansas, Missouri, Mississippi, North Carolina, South Carolina, Tennessee and Texas (the "Affected Locations"). The specific accounts impacted are listed in Schedule 1 hereto. The discontinuance of services at the Affected Locations is occurring due to changing economic conditions and the fact that the current costs to provide services from the associated central offices is no longer economically viable (see the section titled "Network Audit" in your wholesale contract with us).

In order to avoid a disruption in your customers' services at the Affected Locations, you must make arrangements to transition all of those services to a new wholesale service provider before the Service Termination Date.

If you do not arrange to transition your end user customers to a new underlying service provider prior to the Service Termination Date, your end user customers will experience a loss of service. Specifically, if you currently resell our voice service at the Affected Location, your customers will be unable to make local calls, including 911 emergency calls and will lose any long distance service that they currently enjoy. Your customers will also lose any data services that they may have at the Affected Locations.

<sup>1.</sup> For Affected Locations in North Carolina, effective with this notice and pursuant to state law, we will no longer make changes to, reconnect or accept new orders for the service to be discontinued.

We urge you not to delay in arranging for new underlying services with a new wholesale service provider. As you know, some carriers may require several weeks or months to install new services.<sup>2</sup>

We value you as an industry partner and we remain committed to ensuring that your service transition is as smooth as possible. If you have any further questions regarding the discontinuance of our wholesale services at the Affected Locations, please contact Customer Service at (888) 635-2221.

Sincerely,

Fusion Cloud Services, LLC and Fusion Telecom of Texas, Ltd., L.L.P.

The Federal Communications Commission requires us to provide you with the following notice:

The FCC will normally authorize this proposed discontinuance of service unless it is shown that customers would be unable to receive service or a reasonable substitute from another carrier or that the public convenience and necessity is otherwise adversely affected. If you wish to object, you should file your comments as soon as possible, but no later than 15 days after the Commission releases public notice of the proposed discontinuance. You may file your comments electronically through the FCC's Electronic Comment Filing System using the docket number established in the Commission's public notice for this proceeding, or you may address them to the Federal Communications Commission, Wireline Competition Bureau,

Competition Policy Division, Washington, DC 20554, and include in your comments a reference to the § 63.71 Application of Fusion Cloud Services, LLC and Fusion Telecom of Texas, Ltd., L.L.P. Comments should include specific information about the impact of this proposed discontinuance upon you or your company, including any inability to acquire reasonable substitute service.

<sup>2.</sup> This notice also puts recipient wholesale customer on notice, unless they make adequate alternative arrangements to ensure uninterrupted services to their end-user customers, as to the need for timely compliance with their obligations pursuant to the applicable service discontinuance-related regulations in each state (e.g., in North Carolina, the NCUC's Rule 21-4; in Tennessee, the PUC's Rule 12-20-04-02-.40).

## **CERTIFICATE OF SERVICE**

I hereby certify that the foregoing Section 63.71 Application was served this 3<sup>rd</sup> day of May, 2022 by mailing true and correct copies thereof, postage prepaid, to the following persons at the addresses listed below.

Office of Governor Kay Ivey 600 Dexter Avenue Montgomery, AL 36130	Mr. Walter L. Thomas, Jr., Secretary Alabama Public Service Commission 100 North Union Street, Suite 850 Montgomery, Alabama 36104
Office of Governor Ron DeSantis State of Florida The Capitol 400 S. Monroe St. Tallahassee, FL 32399-0001	Secretary Florida Public Service Commission 2540 Shumard Oak Blvd. Tallahassee, FL 32399-0850
Governor Brian P. Kemp 206 Washington Street 111 State Capitol Atlanta, GA 30334	Mr. Reece McAlister Executive Secretary Georgia Public Service Commission 244 Washington Street, SW Atlanta GA, 30334-9052
Office of Governor Laura Kelly 300 SW 10th Avenue, Ste. 241S Topeka, KS 66612-1590	Secretary Kansas Corporation Commission 1500 SW Arrowhead Road Topeka, Kansas 66604-4027
Office of Governor Tate Reeves P.O. Box 139 Jackson, MS 39205	Katherine Collier, Executive Secretary Mississippi Public Service Commission P.O. Box 1174 Jackson, MS 39215-1174
Office of Governor Mike Parson P.O. Box 720 Jefferson City, MO 65102	Morris Woodruff Secretary/Chief Regulatory Law Judge Missouri Public Service Commission P.O. Box 360 Jefferson City, Missouri 65102-0360
Governor Roy Cooper North Carolina Office of the Governor 20301 Mail Service Center Raleigh, NC 27699-0301	North Carolina Utilities Commission 4325 Mail Service Center Raleigh, NC 27699-4300
The Honorable Henry McMaster State House 1100 Gervais Street Columbia, South Carolina 29201	South Carolina Public Service Commission 101 Executive Center Dr # 100 Columbia, SC 29210

Governor Bill Lee	Tory Lawless, Dockets & Records
1st Floor, State Capitol	Tennessee Public Utility Commission
Nashville, TN 37243	502 Deaderick Street 4th Floor
(615) 741-2001	Nashville, TN 37243
Office of the Governor	Central Records Filing Clerk
State Insurance Building	Public Utility Commission of Texas
1100 San Jacinto	1701 N. Congress Avenue
Austin, Texas 78701	Austin, Texas 78711
Secretary of Defense	
Attn: Special Assistant for Telecommunications	
Pentagon	
Washington, D.C. 20301	

almafied W. Brouse